

EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Amway Grand Plaza Hotel
Grand Rapids, Michigan
May 24, 2000
10:00 a.m.

MEMBERS PRESENT	REPRESENTING
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Don Adams	Michigan Association of Ambulance Services
Capt. Jim Carmody, rep. Chief William Corbett	Public Member, Senate Appointed
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Mr. Nathan McClure	National Emergency Number Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Capt. John Leich, rep. Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. John Buczek	Fraternal Order of Police
Tpr. David DeVries	Michigan State Police Troopers Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Mr. Robert Struck	UP Emergency Medical Service Corp.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Sheriff Germond at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the March 15, 2000, ETSC meeting. A vote was taken and the motion carried.

REPORTS

A. REPORT OF THE VICE CHAIR

New Committee Member

The Telecommunications Association of Michigan has appointed Ms. Suzanne Springsteen to serve as its representative to the ETSC, replacing Mr. Robert Reynolds who retired recently.

2000 Report to the Legislature

The 2000 Report to the Legislature on the Implementation of Wireless E9-1-1 was completed and submitted to the appropriate individuals prior to the April 30 due date. The report is posted on the ETSC web site or copies may be obtained by contacting Linda Cwiek or Denise Fox.

Certification of Counties for First Year Distribution

The ETSC has certified 82 counties as eligible to receive funds for first year distribution. Only Gogebic County was not certified, as it does not yet have a final 9-1-1 plan in place. To date, 81 counties have submitted letters to the Department of Treasury requesting wireless funds. Contact

is being made with the remaining county (Oscoda County) to determine if they plan to submit a request for funds.

Distribution of Funds

Senate Bill 968 contains the supplemental for the departments of Treasury and State Police. It is anticipated this bill will move through the legislative process within the next few weeks. Once this bill passes, the process to begin distribution of funds to counties can begin. Counties and PSAPs will be apprised of the distribution date for the first quarter funds as soon as it is known. Total amount collected for this first distribution was close to \$3 million. It is believed this amount is low due to the start-up process of implementing the legislation.

B. POLICY SUBCOMMITTEE

Mr. John Hunt reported that the Policy Subcommittee has drafted a proposed revision to ETSC Policy E "Emergency Medical Services Dispatching." Committee members were provided with a copy of the draft. Comments may be forwarded to Mr. Hunt or Tpr. David DeVries. This issue will be formally addressed at the next ETSC Meeting.

C. RESOURCE MANAGEMENT SUBCOMMITTEE

Trooper DeVries was not present at this meeting. Sheriff Germond reported that this subcommittee has also been reviewing Policy E and the proposed revisions.

D. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE

Mr. Nate McClure reported that this subcommittee is reevaluating its proposed model in light of support staff limitations. There is no new information to report at this time.

E. WIRELESS IMPLEMENTATION SUBCOMMITTEE

Ms. Suzan Hensel reported that this subcommittee has met twice since the last ETSC meeting and has focused its efforts on four main issues: creating a draft letter for requesting Phase I wireless service; compiling of a wireless 9-1-1 implementation checklist for use by PSAP managers; creating a sample service agreement/contract; and discussing the need for a wireless 9-1-1 implementation consultant. Committee members were provided with a sample letter of a formal request for Phase I implementation to be sent to CMRS suppliers and a wireless implementation checklist for PSAP managers, as suggested by NENA National. The subcommittee suggests the checklist be sent to PSAP managers along with the sample letter of request. This checklist is an education/guidance tool and is intended to be a living document that can be changed as feedback is received from those going through the implementation process. Committee members were asked to review these two documents and be prepared to take formal action on them at the next ETSC Meeting.

The subcommittee will discuss sample service agreement/contract documentation at its next meeting scheduled for the end of June.

F. CMRS SUBCOMMITTEE REPORT

Mr. Jensen reported that on March 20 a letter was sent to all known CMRS providers in Michigan. This letter included information regarding the wireless legislation, the CMRS Subcommittee, and Guidelines for Submission of CMRS invoices. These guidelines are also available on the ETSC web site. To date, no requests for reimbursement have been received from CMRS suppliers.

DISCUSSION

A. AUDITING OF WIRELESS FUNDS

A brief discussion was held on the auditing process for wireless funds. Although accounting methods may be different in each county, counties are required to provide the ETSC with information regarding how wireless funds are spent. Mr. McClure suggested that counties be permitted to handle this as they deem appropriate unless problems arise. Mr. Nystrom suggested that minimum guidelines of what is expected be provided to the counties. Michigan State Police staff will continue discussions with the Department of Treasury staff and county/PSAP representatives to address this issue.

B. REQUIREMENTS FOR SECOND YEAR CERTIFICATION

Committee members were provided with correspondence Lt. Colonel Madden's office received from Ingham and Genesee counties questioning the requirements for second-year certification. Criteria to be used for certification must be disseminated to counties and PSAPs well in advance of the May 2001 certification process. This issue will be formally addressed at the next ETSC meeting.

PUBLIC COMMENT

Wireless Surcharge CDPD (Cellular Digital Packet Data)

Ms. Patricia Coates, Emergency Operations Administrator, Oakland County, asked to address the ETSC regarding the \$.55 fee being charged on CDPD modems. CDPD is being used by an increasing number of businesses for a variety of purposes, such as dispatching personnel and tracking vehicles. All public safety agencies in Oakland County are transitioning to this and, within five years, the County expects to have over 800 lines. Oakland County questions the appropriateness of charging the \$.55 fee on each of these modems as they are incapable of dialing 9-1-1 and, therefore, receive no service from the fee. Ameritech attorneys have advised the County that they believe the legislation requires the billing of CDPDs. Ms. Coates requests the ETSC look at this issue and consider requesting an interpretation from the Attorney General's Office.

Mr. Jensen recommended the ETSC pursue this as it is an important issue. Mr. Ralph Gould (Grand Rapids Police Department) stated that future enhancements to this technology may include the transmission of voice data, making it capable of dialing 9-1-1 and making the \$.55 fee appropriate. Mr. McClure recommended the Committee take a long-term approach to addressing the concern.

Costs Associated with Wireless Implementation

Some municipalities are in the process of developing next year's budget without knowing the impact of wireless E9-1-1 implementation (how many more calls will be received, the additional number of dispatchers needed, etc.). An attendee from Livonia asked if the ETSC could assist in determining the costs involved and provide the additional funding needed. Sheriff Germond advised that this is a statewide issue and there are no answers at this time. Mr. Steve Todd, Director of the Ottawa County Central Dispatch, stated that one out of every three calls in his county currently come from wireless phones. Metropolitan areas most likely have a higher wireless call ratio and should prepare accordingly. Ms. Hensel commented that the Checklist proposed by the Wireless Implementation Subcommittee contains a listing of issues that need to be considered in the implementation and budget process, and this should assist PSAPs in their planning.

Long Distance Carrier Changes ("Slamming")

Mr. Steve Todd, Ottawa County Central Dispatch, reported that his dispatch center recently had its long distance carrier changed overnight without their knowledge. This illegal practice has been commonly referred to as "slamming." Center employees could not dial outside of their LATA which is a necessary function for the Center and which meant they could not report a malfunction in their ANI/ALI system. Mr. Todd encouraged the ETSC to consider a proactive stance, such as promoting legislation, to protect 9-1-1 centers.

NEXT MEETING

Wednesday, July 26, 2000, beginning at 10 a.m. in Classroom C-1 of the Michigan State Police Training Academy, 7426 North Canal Road, Lansing, Michigan.

The meeting adjourned at 10:45 a.m.

Approved:

Richard Germond, Vice Chair
Emergency Telephone Service Committee